



TCS/PR/SE-145/2022-23

February 1, 2023

**National Stock Exchange of India Limited**  
**Exchange Plaza, C-1, Block G, Bandra Kurla**  
**Complex, Bandra (East)**  
**Mumbai - 400051**  
**Symbol - TCS**

**BSE Limited**  
**P. J. Towers,**  
**Dalal Street,**  
**Mumbai - 400001**  
**Scrip Code No. 532540**

Dear Sirs,

We are sending herewith copy of the Press Release titled **“TCS and Virgin Media O2 Win the GSA Professional Award 2022”** which will be disseminated shortly.

The Press release is self-explanatory.

Thanking you,

Yours faithfully,  
**For Tata Consultancy Services Limited**

**Pradeep Manohar Gaitonde**  
**Company Secretary**

**TATA CONSULTANCY SERVICES**

**Tata Consultancy Services Limited**

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Corporate identification No. (CIN): L22210MH1995PLC084781

## TCS and Virgin Media O2 Win the GSA Professional Award 2022

*Tata Consultancy Services and Virgin Media O2 were Recognized for Building a Future-Ready IT Infrastructure that Resulted in Better Connectivity and Superior Customer Experience*

**LONDON | MUMBAI, February 01, 2023:** Tata Consultancy Services (TCS) (BSE: 532540, NSE: TCS) and Virgin Media O2 have won the GSA Professional Award 2022 in the category Customer Experience Team of the Year. The award recognizes the transformative initiative towards building a cloud-native, resilient, future-ready IT infrastructure for Virgin Media O2.

To meet its brand promise of 'Every Day, Better Connected,' Virgin Media O2 envisioned faster, higher-capacity networks and enhanced coverage in the remotest of areas with a relentless focus on integration at pace and accelerating its digital transformation.

The network operator selected TCS as its transformation partner to re-engineer its IT infrastructure for resilient and always-on communications service. TCS helped Virgin Media O2 reimagine the end-to-end customer journey from point-of-sale at retail stores and online portals to customer billing and upgrade with user-friendly solutions powered by a transformed digital core.

TCS leveraged its best-in-class methodologies – Agile, Machine First™ Delivery Model, and TCS Cognix™ operations maturity assessment to help Virgin Media O2 in its journey towards creating cognitive and self-healing infrastructure operations.

The partnership assisted Virgin Media O2 in achieving 'zero' lost customer hours, a measure of telecom connectivity during critical incidents, which uniquely reflects IT operations effectiveness to deliver best-in-class customer experience. The digital transformation helped the network operator accomplish industry-leading customer satisfaction.

*“Virgin Media O2 is glad to receive the esteemed GSA professional award for our initiative with TCS. They have been a key enabler in Virgin Media O2’s digital transformation. We look forward to strengthening our relationship with TCS as we transform IT infrastructure and reimagine our customer experience across the UK. The transformation has been instrumental in helping us achieve an unprecedented Zero Lost Customer Hours for three consecutive years. This is an extremely proud moment for all of us,”* said **Chris Buggie, Director, Infrastructure and Cloud Engineering, Operations – UK, Virgin Media O2.**

*“We are pleased to receive the 2022 GSA Professional Award for our collaborative initiatives with Virgin Media O2. We are delighted to be the key partner in this purpose-led initiative to transform their customer experience. Our deep contextual knowledge, agile and digital capabilities, and innovation ecosystem have been key to driving IT innovation,”* said **V Rajanna, Global Head, Communications, Media, and Technology Business, TCS.**

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### About Tata Consultancy Services (TCS)

Tata Consultancy Services is an IT services, consulting and business solutions organization that has been partnering with many of the world’s largest businesses in their transformation journeys for over 50 years. TCS offers a consulting-led, cognitive powered, integrated portfolio of business, technology and engineering services and solutions. This is delivered through its unique Location Independent Agile™ delivery model, recognized as a benchmark of excellence in software development.

A part of the Tata group, India's largest multinational business group, TCS has over 613,000 of the world’s

best-trained consultants in 46 countries. The company generated consolidated revenues of US \$25.7 billion in the fiscal year ended March 31, 2021 and is listed on the BSE (formerly Bombay Stock Exchange) and the NSE (National Stock Exchange) in India. TCS' proactive stance on climate change and award-winning work with communities across the world have earned it a place in leading sustainability indices such as the MSCI Global Sustainability Index and the FTSE4Good Emerging Index. For more information, visit [www.tcs.com](http://www.tcs.com)

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